



## **Customer Advisory Group (CAG)**

### **TERMS OF REFERENCE**

These Terms of Reference define the roles and responsibilities of the CAG, as well as the framework in which it is to operate.

#### **Composition**

The CAG will generally consist of up to 12 members selected to represent a cross section of our local stakeholder/customer base as well as three Board members. Members are appointed by the Board and asked to participate for at least a two year period (four meetings). The meetings will be chaired by the CEO of Busselton Water.

#### **Function and Purpose**

The CAG's role is to provide advice to Busselton Water on issues affecting its customers, including policy, strategic initiatives, operations and service levels.

CAG members are encouraged to contribute to discussion, raise issues of concern, and provide feedback.

#### **Frequency and Format**

The CAG will meet twice per year for a full day.

Held in two parts, one half of the session will provide for a water related education experience and this could include a field trip such as a tour or water related excursion, or presentation by guest speakers on topics of interest to the CAG.

The second part involves a meeting to discuss topics identified and listed on the agenda. At each meeting, the Chair shall invite members to propose items they would like presented at a future meeting.

#### **Code of Conduct**

A code of conduct has been drawn up addressing the standards of behaviour expected of the members of the CAG. The fundamental principles outlined in this Code of Conduct are intended to guide the CAG to act in a fair and ethical manner for the benefit of the CAG and its members. Each member of the CAG is expected to sign a copy of the code at or prior to their first meeting and abide by the code.

#### **Termination Criteria**

A member's position may become vacant if one of the following scenarios occurs;

- A member resigns from the CAG by notification in writing to the Chair
- A member is absent from two consecutive meetings without an apology
- A member breaches the Code of Conduct

## **Agendas and Minutes**

As soon as practicable prior to each meeting, Busselton Water will provide a copy of the agenda and supporting documentation to all members of the CAG, and where appropriate, to persons invited to the meeting.

A record of the minutes from each meeting will be distributed to all members within five business days of the meeting.

## **Reporting**

Following each meeting of the CAG, the Chair will provide a report to the Board of Busselton Water, which includes items presented and valuable feedback received.